

Nothe Fort Volunteer Policies and Procedures

Policy:	Volunteer Policy
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Policy No:	VP/1	Produced by:	Sheila Grindrod, Volunteer Liaison Officer, and Quay HR Solutions
		Chair:	Brian Martin
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Procedure applies to:	All Volunteers
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LEGAL RESPONSIBILITIES

There is no specific legislation that covers volunteers or volunteering and volunteers are not covered by employment legislation. However, Nothe Fort's legal responsibilities towards our volunteers include but are not limited to:

- Health and Safety - making sure that the workplace is safe as the Nothe Fort has a duty of care to volunteers and, consequently, must ensure that activities do not pose an unacceptable level of risk.
- Discrimination and harassment – discrimination legislation does not directly cover volunteers. However, the Nothe Fort is committed to ensuring fair and equal treatment of volunteers. The organisation has a legal responsibility to provide protection from harassment.
- Data Protection - duties as a data controller including, only processing personal data about a volunteer lawfully.

GENERAL RESPONSIBILITIES

The Nothe Fort Management Committee is responsible for implementing this policy. All volunteers must adhere to this policy.

POLICY

This policy sets out the following:

- Purpose
 - Policy statements
 - Volunteer agreement
- ↳ Volunteers will always endeavour to:
Volunteers expect to be:

Unacceptable conduct:
Concerns raised by a volunteer:
Concerns about a volunteer's behaviour and/or performance:

APPENDICES

VP/1 Appendix 1
Volunteer Application Form

Volunteer Policy

Purpose

To ensure that volunteers are well catered for and treated with respect and that volunteer management is in line with legal requirements and volunteering principles.

Policy statements

- Nothe Fort values the role of volunteers as essential to the organisation. Volunteers are respected for their skills and talents
- Nothe Fort aims to maximise the potential of volunteers by creating opportunities to utilise their talents and abilities and by supporting them to develop social connections and gain additional experience
- Nothe Fort will clearly specify the work of volunteers to ensure that roles match volunteers' skills, interests and capabilities
- Nothe Fort will provide induction to volunteers and ongoing support as required
- The duty of care for the volunteer remains with the Nothe Fort Management Committee
- Nothe Fort will provide a safe and healthy workplace as far as is practical
- Nothe Fort will only reimburse volunteers for any purchases that have been previously approved and where receipts can be provided. Volunteers will not be reimbursed for general costs e.g. phone, travel unless approved. In any event, volunteers will only be paid for out-of-pocket expenses
- Nothe Fort Committee of Management will ensure an appropriate level of insurance cover for volunteers
- Volunteers will be briefed and provided with training on the relevant legislative requirements related to their role e.g. Health & Safety at Work, Data Protection Act and Disclosure and Barring Service (DBS) Check if applicable
- All volunteers must adhere to this policy and need to understand that failure to do so may result in a volunteer's services no longer being required and they may be asked to leave the Nothe Fort
- All volunteers will be subject to a trial period to ensure that the role is right for them and they are suitable for the role
- Volunteers have the right to select work that will best suit their skills and abilities, providing that work is available
- Volunteers have the right to leave their role but should give as much notice as possible. Nothe Fort Committee can take the decision that a volunteer is not suitable for their role or the organisation. This decision will only be taken as a last resort after other attempts or approaches have been exhausted.

The Volunteer Policy applies to all volunteers regardless of the length of time that a volunteer has been working at the Nothe Fort, as well as Nothe Fort Committee of Management.

Volunteer agreement

Volunteers will always endeavour to:

- Treat everybody with equal respect
- Value everybody's contribution
- Not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- Be reliable and trustworthy
- Treat information in a confidential manner as and when appropriate
- Wear dress that is appropriate to the area of work
- Wear appropriate safety equipment when working in certain areas of the fort
- Check the copyright of all printed material and photographs
- Attend relevant training that is essential to the volunteer role

Volunteers expect to be:

- Treated with respect
- Valued for the contribution that they make
- Trusted to do the job to the best of their ability
- Not discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- Provided with opportunities for learning new skills
- Provided with training and development opportunities, wherever possible

Unacceptable conduct:

- Discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- Threatening behaviour
- Verbal abuse
- Starting or spreading malicious rumour
- Bullying and harassment
- Using the internet for inappropriate purposes and/or without prior authorisation
- Attending as a volunteer having consumed alcohol or having used illegal drugs
- Theft from the fort or from the staff or volunteers of the fort

If a volunteer were found to be in breach of any element of this section of the volunteer policy they could, depending on the severity of the incident, or if it has occurred more than once, be asked to leave the fort by the Nothe Fort Chair.

Concerns raised by a volunteer:

1. What can I do if I have an issue at the fort?

If you are not happy with the treatment you have received as a volunteer in the fort, you can complain. The facts regarding your complaint will be looked into and you will be given a full and prompt reply.

2. Who should I complain to?

You should attempt to resolve the issue with the Volunteer Liaison Officer informally in the first instance. If you feel, for whatever reason, your concerns have not been fully addressed as a result of informal discussion, you should put your concerns in writing, again, to the Volunteer Liaison Officer. If your complaint relates to the Volunteer Liaison Officer directly you should complain to the Nothe Fort Chair.

3. What happens next?

If it is not possible to address your concerns informally, a meeting may be held with the Volunteer Liaison Officer or the Nothe Fort Chair to attempt to resolve your concerns. If it is appropriate to do so, you will be notified in writing of any relevant action taken.

Concerns about a volunteer’s behaviour and/or performance:

Most matters can be settled informally but, unfortunately, on rare occasions it may be necessary for the fort to address matters more formally. When this happens the following will take place:

1. The Volunteer Liaison Officer will verbally inform the volunteer of the problem.
2. The Volunteer Liaison Officer will then look into the problem and discuss matters with the volunteer if it is necessary to do so.
3. If necessary, the Volunteer Liaison Officer will meet with the volunteer to discuss the problem and may identify that improvement or changes are required.
4. In exceptional circumstances it may be necessary for the volunteer to be asked to leave the fort until the matter is resolved.
5. The volunteer will be notified in writing of any relevant action taken if it is appropriate to do so and a copy will be retained for future reference by the Nothe Fort.
6. Depending on the nature and severity of the problem, in exceptional circumstances, a volunteer may be asked to leave the fort on a permanent basis by the Nothe Fort Management Committee.

I agree to be accountable to Nothe Fort and to abide by the Nothe Fort Volunteer Policy, Nothe Fort ethos, values, confidentiality and best practice policies and procedures.

I confirm that I have read, understood and agree to the Nothe Fort Volunteer Policy and understand that the version of this Policy that applies will be the latest version issued.

SIGNED: _____

NAME: _____

DATE: _____